

Hospital Turnaround Times Not w/in 30 Minutes Emergency Services



KPI Owner: Lt. Cols. Koonce and Yarbrough

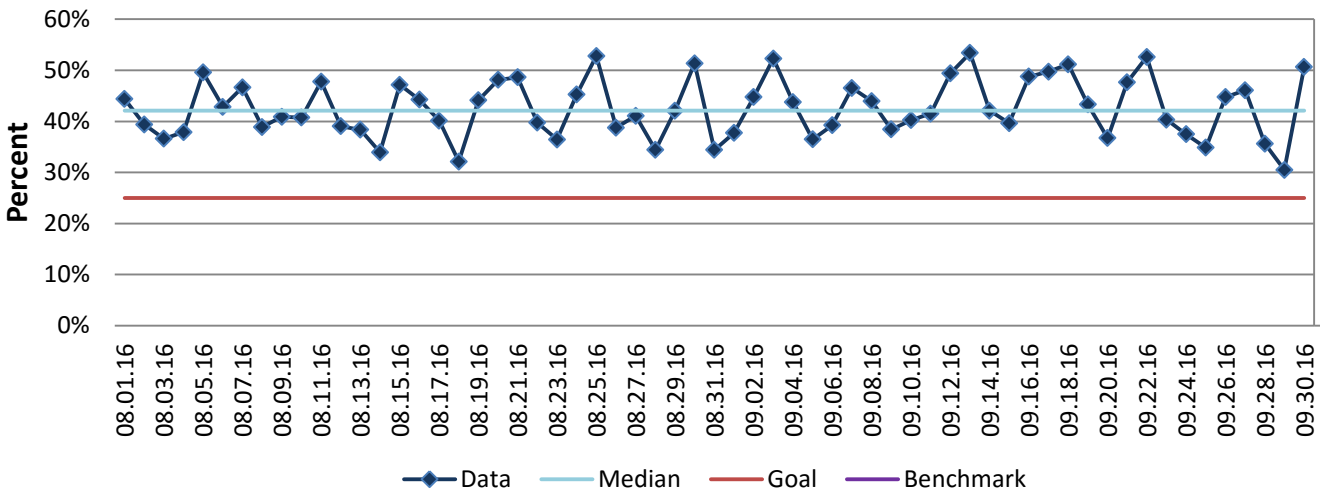
Process: Emergency Patient Management - High Gap

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 854 avg weekly defects (3/13-6/13) Goal: No more than 25% of Downtimes exceed 30 minutes Benchmark: TBD	Data Source: CAD Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The percent of EMS runs in which the EMS unit did not clear from the hospital within 30 minutes Why Measure: Increase available units, reduce response time Next Improvement Step: Continue to implement solutions recommended from the PDCA project

How Are We Doing?

08.31.16-09.30.16 1 Month Goal	08.31.16-09.30.16 1 Month Average		09.30.16 Goal	09.30.16 Actual	
25%	43%		25%	51%	
Percent	Percent		Percent	Percent	

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08.01.16-10.24.16 Pareto Analysis from Wufoo Form Submissions

